

# COMMONWEALTH of VIRGINIA

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Director

## Department for the Deaf and Hard of Hearing

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June 25, 2003

Section 56-484.7 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission and with AT&T as our contractor, Virginia Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, the Virginia Relay Advisory Council and Virginia's telecommunications relay service, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2002 through May 31, 2003. We are pleased to report the total number of consumer complaints received by Virginia Relay decreased by 21% from our previous reporting period. Consumer complaints related to FCC minimum standards decreased by 67%. During this same period, service commendations from consumers increased by 19%.

The past twelve months have also proven to be an exciting period of progress for Virginia Relay. During this time, the Virginia Relay Advisory Council kicked off a statewide advertising campaign, including media coverage, public relations events, revised relay brochures and the soon-to-be-launched Virginia Relay homepage. Our independent relay Quality Assurance Testing during the summer of 2002 showed improvement in many key CA performance areas. Perhaps the most noteworthy event during this past year was the overwhelmingly positive consumer response to our CapTel (captioned telephone) trial.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, [bowence@ddhh.state.va.us](mailto:bowence@ddhh.state.va.us). You may also reach him at 1-800-552-9717, voice/TTY.

Sincerely,

Ronald L. Lanier

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## **Consumer Comments and Methodology**

Virginia Relay consumers can provide comments directly to AT&T or through VDDHH in a number of ways.

AT&T receives consumer comments from:

- Communication Assistants (CA)
- Relay Center Support Desk
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website [www.att.com/relay](http://www.att.com/relay)
- Consumer Correspondence

VDDHH receives comments from:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form [www.vddhh.org](http://www.vddhh.org)
- VDDHH E-mail Address [ddhhinfo@ddhh.state.va.us](mailto:ddhhinfo@ddhh.state.va.us)
- Virginia Relay Advisory Council Members
- Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Contracted Outreach Staff
- Consumer Correspondence
- The Commonwealth Poll

All feedback from the consumers of Virginia Relay is recorded in AT&T's automated Commendation, Inquiry, Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T directly or provided through VDDHH. AT&T is then required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints received by AT&T are responded to and resolved by the AT&T Relay Services National Customer Care Center. For complaints received directly by VDDHH, staff provides the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to the relay center manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In

addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

An annual summary sheet of all customer feedback logged for the reporting period appears as page 10 of this document. Individual entries are listed in a final section by month and feedback type. These entries also indicate a resolution date where appropriate.

### **Discussion of Consumer Complaints**

For the current FCC reporting period, 393 customer contacts were received and reported through CICS. Of this number, 53 or 13% of total contacts were identified as complaints. Of the 53 complaints, only 12 or 23% were identified as alleged violations of the federal minimum standards. These figures represent significant improvements from the 2001-2002 reporting period. A breakdown of the FCC reportable complaints appears below.

#### **Alleged Violations of the Federal Minimum Standards**

Confidentiality	1
Verbatim Relay of Call by CA	2
Answer Speed (Waiting Time)	6
CA Typing Skills	3

#### **Number of Days for Resolution of Federal Minimum Standards Complaints**

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46-90 days
Confidentiality		1					
Verbatim	1		1				
Answer Speed	2	2	1	1			
CA Skills		2			1		

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 7 of this document.

The remaining 41 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. The majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for these consumers addressed many of the non-FCC reportable complaints.

Although each of the FCC reportable areas was examined carefully by VDDHH, the decreased number of CA related complaints represent an improvement over the previous reporting period. This overall progress is further supported by the findings of our independent TRS quality assurance testing performed during the reporting period. Overall typing accuracy increased from 83.8% to 89.4% for the 100 CAs tested. The percentage of calls relayed verbatim increased from 67.2% to 93.5%. Although overall CA typing speed decreased slightly from 82.4 wpm to 81.3 wpm, both figures are well above the FCC mandated standard.

### **Carrier of Choice and Elimination of Billing Issues**

Much of the discussion in our 2002 Annual Log Summary of Consumer Complaints was devoted to numerous problems with consumer billings and Carrier of Choice (COC) issues. We are pleased to report that consumer complaints related to these problems have almost been eliminated. Over the past twelve months, VDDHH has worked carefully with AT&T to expand the number of Interexchange Carriers (IXCs) available to Virginia Relay users. Relay users currently have access to 11 IXCs as well as the use of all popular "dial-around" long distance (reseller) services. In the event a requested IXC is not part of the current AT&T TRS COC platform, AT&T provides equal access through the Industry Standard COC Application Process. VDDHH, SCC, and AT&T also provide follow-up to ensure the IXC in question has made the proper connections at the LEC access tandems in order to join the TRS COC platform in a timely manner.

During the 2001-2002 reporting period, 21 consumer complaints regarding COC and related billing issues were reported to the FCC. In addition, 48 general inquiries regarding long distance billing and plans were received. With the expansion of available IXCs and acceptance of all popular dial-around services, the number of reportable complaints dropped to zero and the number of related inquiries dropped to 18 for the current reporting period. We appreciate the cooperation of AT&T and the support of the FCC in the resolution of this situation.

## **Annual Consumer Complaints Summary for Virginia Relay**

### **June 2002**

#### **TTY June 18, 2002**

The customer complained when dialing into relay, she received a recording that all circuits are busy.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, and explained call volumes were higher during that time.

**Contact Closed:** June 28, 2002

**FCC:** Answer Performance

### **July 2002**

#### **TTY July 22, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized, and let the customer know his/her complaint would be reported.

**Contact Closed:** July 24, 2002

**FCC:** Answer Performance

### **August 2002**

#### **TTY August 3, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** August 3, 2002

**FCC:** Answer Performance

#### **TTY August 5, 2002**

The customer complained the CA's typing was too fast, and the CA did not wait for him to respond to his answering machine.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, and set up a Relay Choice Profile for Baudot to slow down the transmission speed.

**Contact Closed:** August 6, 2002

**FCC:** Typing Issue

**Voice August 5, 2002**

The customer complained she dialed 711 three times and received no answer from the relay service.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** August 5, 2002

**FCC:** Answer Performance

**September 2002**

**TTY September 23, 2002**

The customer complained he/she heard the CA talking to others about a relay conversation.

**Category:** Attitude and Manner

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Documented the information and reported it to the CA's manager for review.

**Contact Closed:** September 24, 2002

**FCC:** Confidentiality

**October 2002**

**TTY October 21, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized for the inconvenience.

**Contact Closed:** October 21, 2002

**FCC:** Answer Performance

**November 2002**

**Voice November 8, 2002**

The customer complained that the CA typed too slowly.

**Category:** Typing Skill/Speed

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** November 20, 2002

**FCC:** Typing Issue

**Voice November 23, 2002**

The customer complained the CA had not relayed the call verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's



manager would follow up accordingly.

**Contact Closed:** November 25, 2002

**FCC:** Verbatim

## **December 2002**

### **Voice December 31, 2002**

The customer complained the CA was rude, and could not type fast enough.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer and explained briefly how relay works. The customer is choosing to use video relay as an alternative.

**Contact Closed:** January 1, 2003

**FCC:** Typing Issue

## **January 2003 – Nothing to report**

## **February 2003**

### **TTY February 21, 2003**

The customer complained the CA had not relayed the call verbatim.

**Category:** Attitude and Manner

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** February 21, 2003

**FCC:** Verbatim

## **March 2003 – Nothing to report**

## **April 2003**

### **TTY April 2, 2003**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

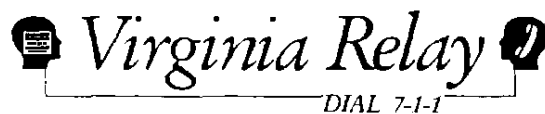
**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience and immediately processed the customer's call.

**Contact Closed:** April 3, 2003

**FCC:** Answer Performance

## **May 2003 – Nothing to report**



## Summary of All TRS User Feedback

June 1, 2002 – May 31, 2003			
<b>I. COMMENDATIONS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
CA/OPR RELATED	54	73	127
RELAY/OSD RELATED		2	2
OTHER			
<b>TOTAL COMMENDATIONS</b>	<b>54</b>	<b>75</b>	<b>129</b>
<b>II. COMPLAINTS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
CA/OPR RELATED			
ATTITUDE AND MANNER	7	4	11
TYPING SKILL/SPEED	1	1	2
ENGLISH/GRAMMAR	1		1
CA HUNG UP ON ME	1	4	5
OTHER	3	9	12
EQUIPMENT			
DISCONNECT		1	1
ANSWER/WAIT TIME	1	6	7
GARBLED WORDS		2	2
OTHER	1	2	3
METHODS RELATED		5	5
MISCELLANEOUS			
BILLING/RATE		1	1
SCOPE OF SERVICE		1	1
OTHER		2	2
<b>TOTAL COMPLAINTS</b>	<b>15</b>	<b>38</b>	<b>53</b>
<b>III. INQUIRIES/COMMENTS</b>	<b>VOICE</b>	<b>TTY</b>	<b>TOTAL</b>
GENERAL INFORMATION	37	29	66
OUTREACH/MARKETING	9	3	12
EXPLAIN RELAY	23		23
TTY DISTRIBUTION/PURCHASE	9	1	10
LEC SERVICE	1	2	3
BILLING/RATE	7	11	18
COMPUTER SETTINGS			
TECHNICAL RELATED	9	10	19
OTHER	27	33	60
<b>TOTAL INQUIRIES/COMMENTS</b>	<b>122</b>	<b>89</b>	<b>211</b>
<b>GRAND TOTAL</b>	<b>191</b>	<b>202</b>	<b>393</b>



## **Customer Contact Reports by Month**

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(June, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	4	4	8
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>4</b>	<b>4</b>	<b>8</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)		5	5
<b>Equipment</b>			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
<b>Methods Related</b>		1	1
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>8</b>	<b>8</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	3	5	8
Outreach/Marketing	1		1
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	1	3	4
Computer Settings			
Technical Related	1	1	2
Other	1	3	4
<b>Total Inquiries/Comments</b>	<b>10</b>	<b>12</b>	<b>22</b>
<b>Grand Total</b>	<b>14</b>	<b>24</b>	<b>38</b>

# **VIRGINIA Relay Service**

## **June, 2002**

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### **Commendations**

**Voice June 1, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY June 14, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice June 15, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY June 15, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice June 21, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY June 25, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice June 27, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY June 29, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

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### **Complaints**

**TTY June 2, 2002**

The customer complained the CA did not follow instructions.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Informed the customer his concerns would be forwarded, and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 2, 2002

**TTY June 10, 2002**

The customer complained the CA would not process his call to toll-free directory through OSD without alternate billing.

**Category:** Other (CA/OPR)

**Escalation:** Received by the National Relay Center, PA and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 10, 2002

**TTY June 10, 2002**

The customer complained the CAs use the letter q instead of a question mark to indicate a question.

**Category:** Methods Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Explained why the letter q is used to indicate questions on relay calls.

**Contact Closed:** June 10, 2002

**TTY June 14, 2002**

The customer complained the CA had asked her to repeat herself several times during her conversation.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized to the customer for the inconvenience.

**Contact Closed:** June 14, 2002

**TTY June 15, 2002**

The customer complained the CA had hung up on him/her.

**Category:** CA Hung up on me

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** June 15, 2002

**TTY June 18, 2002**

The customer complained when dialing into relay, she received a recording that all circuits are busy.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, and explained call volumes were higher during that time.

**Contact Closed:** June 28, 2002

**TTY June 23, 2002**

The customer complained the CA did not respond when giving the number he wanted to call.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Thanked the customer for providing feedback, and assured him the complaint would be documented.

**Contact Closed:** June 23, 2002

**TTY June 24, 2002**

The customer complained he had experienced poor service during his 2-line VCO calls.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.  
**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.  
**Contact Closed:** June 24, 2002

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## **Inquiries/Comments**

### **TTY June 3, 2002**

The customer questioned why AT&T had billed his/her long distance relay calls, but AT&T is not his/her long distance carrier.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained her profile listed AT&T as regional toll carrier, and referred the customer to Accessible Needs to re-rate the charges.

**Contact Closed:** June 29, 2002

### **Voice June 4, 2002**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay and discussed VCO. Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 4, 2002

### **Voice June 5, 2002**

The caller asked how an automated system would be handled through relay.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained automated system calls through the relay service and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 7, 2002

### **TTY June 5, 2002**

The customer asked for an explanation of Baudot, Turbocode and ASCII as well as an explanation of CA typing requirements.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained the various connection types and the typing requirements of CAs.

**Contact Closed:** June 5, 2002

### **Voice June 10, 2002**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained relay and discussed VCO, and referred the caller to product distributors.

**Contact Closed:** June 10, 2002

**TTY June 12, 2002**

The customer had questions about international calls.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Attempted to reach the customer, but was unsuccessful.

**Contact Closed:** June 18, 2002

**TTY June 13, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** June 18, 2002

**TTY June 13, 2002**

The customer questioned why her calls were not being billed by her preferred long distance carrier.

**Category:** Billing/Rate

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Updated the customer's profile, and requested copies of her charges for investigation. Pending.

**Contact Closed:**

**TTY June 13, 2002**

The customer requested information about a TTY discount on her telephone bill.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to Accessible Needs.

**Contact Closed:** June 17, 2002

**TTY June 14, 2002**

The customer asked if there was a cell phone that she could buy to use with the relay service.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained digital signals are not yet compatible with TTY tones, and offered alternative solutions.

**Contact Closed:** June 15, 2002

**Voice June 14, 2002**

The customer experienced problems placing relay calls but was able to receive relay calls.

**Category:** Technical Related

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Provided customer with the correct relay service numbers.

**Contact Closed:** June 18, 2002

**TTY June 14, 2002**

The customer asked how he/she could use IP Relay Service.

**Category:** General Information



**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to the Relay Website for more information.

**Contact Closed:** June 16, 2002

**Voice June 21, 2002**

The customer asked about charges on his/her bill.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Investigated the charges, and advised the customer the calls were not made through relay. Referred to LEC.

**Contact Closed:** June 26, 2002

**Voice June 21, 2002**

The caller requested information about where to obtain interpreting services.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 21, 2002

**TTY June 22, 2002**

The customer stated that anyone calling her through 711 was not receiving any response from the relay service.

**Category:** Technical Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Thanked the customer for the information, and assured her the problem would be investigated.

**Contact Closed:** June 22, 2002

**Voice June 24, 2002**

The caller requested written information on Speech-to-Speech Relay.

**Category:** Outreach/Marketing

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Sent the caller information on STS Relay.

**Contact Closed:** June 26, 2002

**Voice June 25, 2002**

The caller asked how to place a relay call from a computer.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** The customer is already using IP Relay. Explained 711 and referred the customer to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 26, 2002

**TTY June 26, 2002**

The customer asked why an '800' number appears on his Caller ID Unit when receiving a call through the relay service.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained AT&T Relay transmits a generic Caller ID number, but will be testing a new Caller ID feature in the near future.

**Contact Closed:** June 28, 2002

**TTY June 28, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Entered the profile.

**Contact Closed:** July 2, 2002

**Voice June 28, 2002**

The caller does not want any relay calls placed to his/her number.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Implemented the block as requested.

**Contact Closed:** June 28, 2002

**TTY June 28, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the U.S. mail and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** June 28, 2002

**Voice June 30, 2002**

The caller asked where or how to obtain a TDD/TTY.

**Category:** TTY Distrib/Purchase

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** June 30, 2002

**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(July, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	3	11	14
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>3</b>	<b>11</b>	<b>14</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)		2	2
<b>Equipment</b>			
Disconnect			
Answer/Wait Time		1	1
Garbled Words			
Other (Equip)			
<b>Methods Related</b>		1	1
<b>Miscellaneous</b>			
Billing Rate		1	1
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>6</b>	<b>6</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	3	5	8
Outreach/Marketing	1		1
Explain Relay	1		1
TTY Distrib/Purchase			
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related		1	1
Other		3	3
<b>Total Inquiries/Comments</b>	<b>5</b>	<b>10</b>	<b>15</b>
<b>Grand Total</b>	<b>8</b>	<b>27</b>	<b>35</b>

# **VIRGINIA Relay Service**

## **July, 2002**

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### **Commendations**

**TTY July 1, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**Voice July 1, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 6, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 8, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY July 9, 2002**

The customer commended the CA for his/her typing skills.

**Category:** CA/OPR Related

**TTY July 9, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 9, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 12, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**Voice July 14, 2002**

The customer commended the CA for being professional.

**Category:** CA/OPR Related

**Voice July 22, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 23, 2002**

The customer commended the CA for his/her efficiency.

**Category:** CA/OPR Related

**TTY July 27, 2002**

The customer commended the CA for typing background noise.

**Category:** CA/OPR Related

**TTY July 28, 2002**

The customer commended the CA for being patient.

**Category:** CA/OPR Related

**TTY July 29, 2002**

The customer commended the CA for relaying verbatim, and providing the tone of the voice caller.

**Category:** CA/OPR Related

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## Complaints

**TTY July 1, 2002**

The customer complained the CA did not follow instructions.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

**Contact Closed:** July 1, 2002

**TTY July 6, 2002**

The customer complained the CA had hung up on him/her.

**Category:** CA Hung up on me

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and transferred the customer to another CA to place her call.

**Contact Closed:** July 6, 2002

**TTY July 9, 2002**

The customer complained AT&T had billed her long distance relay calls, but MCI is her profiled long distance carrier.

**Category:** Billing Rate

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Apologized to the customer, corrected her profile, and sent her long distance certificates.

**Contact Closed:** August 3, 2002

**TTY July 22, 2002**

The customer complained he/she had to wait a long time to reach a CA.

**Category:** Answer/Wait Time

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized, and let the customer know his/her complaint would be reported.

**Contact Closed:** July 24, 2002

**TTY July 31, 2002**

The customer complained that the CA would not place his call without alternate billing.

**Category:** Methods Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Explained that a restriction on the line prevents long distance and toll calls being made without billing.

**Contact Closed:** July 31, 2002

**TTY July 31, 2002**

The customer was upset that two CAs were not able to retrieve her voicemail messages.

**Category:** Other (CA/OPR)

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized and explained that the CAs may have had technical problems.

**Contact Closed:** July 31, 2002

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## **Inquiries/Comments**

**TTY July 1, 2002**

The customer asked why she got disconnected from the relay service.

**Category:** Technical Related

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Apologized for the inconvenience, and processed the call for the customer.

**Contact Closed:** July 1, 2002

**TTY July 2, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Entered the profile, and advised the customer it had been done.

**Contact Closed:** July 2, 2002

**TTY July 2, 2002**

The customer wanted to set up a Relay Choice Profile.

**Category:** Other

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Set up the profile for the customer.

**Contact Closed:** July 9, 2002

**TTY July 2, 2002**

The customer wondered if she could provide special instructions before a relay call for the CA to follow.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Explained to the customer that she could give special instructions to the CA before her call, and the CA should comply.

**Contact Closed:** July 3, 2002

**TTY July 3, 2002**

Entered the profile, and advised the customer it had been done.

**Category:** Other

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer

Care Center.

**Resolution:** Set up a Relay Choice Profile for the customer's preferred carrier of choice.

**Contact Closed:** July 8, 2002

**Voice July 8, 2002**

The caller requested information on 711 Relay.

**Category:** Outreach/Marketing

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Faxed the caller a relay brochure with 711 information.

**Contact Closed:** July 8, 2002

**Voice July 9, 2002**

The customer wondered if his prepaid cell phone would work with AT&T Wireless Service.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to AT&T Wireless Services.

**Contact Closed:** July 10, 2002

**TTY July 11, 2002**

The customer asked if his pager is compatible with the Relay Service.

**Category:** General Information

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Explained normal pagers are not compatible with the Relay Service. Referred the customer to a product distributor for wireless TTY information.

**Contact Closed:** July 12, 2002

**Voice July 18, 2002**

The caller had questions about relay.

**Category:** Explain Relay

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

**Contact Closed:** July 20, 2002

**TTY July 21, 2002**

The customer wanted information on discount calling plans for TTY users.

**Category:** Billing/Rate

**Escalation:** Received by the Relay Website and handled by the National Customer Care Center.

**Resolution:** Referred the customer to AT&T Accessible Needs.

**Contact Closed:** July 23, 2002

**TTY July 22, 2002**

The customer suggested CAs press firmly on their keyboards to help eliminate garbling.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Documented for reporting purposes.

**Contact Closed:** July 22, 2002

**Voice July 23, 2002**

The customer requested assistance testing his/her equipment.

**Category:** General Information

**Escalation:** Received by the Relay Customer Service Line and handled by the National Customer Care Center.

**Resolution:** Assisted customer in testing the equipment.

**Contact Closed:** July 23, 2002

**TTY July 25, 2002**

The customer requested information on the confidentiality policy of AT&T Relay.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Provided the customer with the information requested.

**Contact Closed:** July 26, 2002

**Voice July 29, 2002**

The caller wonder how involved the CAs become during relay calls.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the same.

**Resolution:** Explained CAs are required to relay verbatim, and do not participate in the call. Also, sent the caller brochures as requested.

**Contact Closed:** July 30, 2002

**TTY July 30, 2002**

The customer wondered if a change in his auto answer greeting would cause a problem with the relay.

**Category:** General Information

**Escalation:** Received by the Virginia Relay Center and handled by the National Customer Care Center.

**Resolution:** Upon reaching the customer he said things seemed to be working fine. He said he would report any problems he experiences.

**Contact Closed:** July 31, 2002



**VIRGINIA RELAY SERVICE**  
**Customer Contact Report**  
**(August, 2002)**

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	5	16	21
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>5</b>	<b>16</b>	<b>21</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner	1	1	2
Typing Skill/Speed		1	1
English Grammer			
CA Hung up on me	1	1	2
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time	1	2	3
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>	<b>3</b>	<b>5</b>	<b>8</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information	4		4
Outreach/Marketing			
Explain Relay	2		2
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate		1	1
Computer Settings			
Technical Related			
Other	2	3	5
<b>Total Inquiries/Comments</b>	<b>9</b>	<b>4</b>	<b>13</b>
<b>Grand Total</b>	<b>17</b>	<b>25</b>	<b>42</b>